



IMPORTANT SAFETY RECALL

December 2014

This notice applies to your vehicle, **VIN:** _____.

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided based on information from Brake Parts Inc ("BPI"), ACDelco's supplier, that a defect which relates to motor vehicle safety exists in certain ACDelco *Rear Brake Shoe* part numbers 14815B, 14855B, 17815B, 17855B, 17960B manufactured from **April 1, 2013 to April 19, 2014**. As a result, GM is conducting a safety recall. You are receiving this notice because you had your rear brakes serviced during the period when these parts could have been installed on your vehicle. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall 14459.
- This service will be performed for you at **no charge**.

General Motors recently discovered a data system issue which may have caused some current owners of vehicles -- that were originally purchased by fleet buyers in the U.S. and Canada -- to not receive certain recall communications from GM. This issue may have prevented prior letters concerning this recall from reaching you, which is why you are receiving this letter. We have corrected our data system and apologize for any delay in providing this letter to you.

In cooperation with the National Highway Traffic Safety Administration (NHTSA) we recommend that you check your vehicle identification number periodically at the GM recall website (<https://recalls.gm.com>) or at NHTSA's website (<https://vinrcl.safercar.gov/vin/>), where you can find the most up-to-date recall information for your vehicle.

Why is your vehicle being recalled?

The lining of the rear brake shoe may detach from the steel shoe during normal service, causing the affected brake to fail. The defect does not affect the other brakes on the vehicle, and those brakes should continue to operate normally. If the lining detaches from the steel shoe, it could cause rear wheel lockup and it will reduce the available braking force which could lengthen the required stopping distance, and increase the risk of a crash without prior warning.

What will we do?

GM dealer will perform an inspection and/or replace the rear brake shoes if needed. This service will be performed for you at **no charge**.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. If you hear a popping noise and/or a metal-to metal grinding sound from the area of your rear brakes, you should contact your GM dealer immediately.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14E036.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall #14459